

City of Belmont

Recreation Coordinator Job Description

Recreation Facilities Supplement

In addition to the information provided in the Recreation Coordinator job description, the following essential duties, knowledge, skills and abilities have been identified for position(s) working in Recreation Facilities.

The Position

Performs professional work coordinating, scheduling, contracting, and supervising the use of indoor and outdoor recreation facilities and the associated personnel. The ideal candidate must be versatile and innovative with excellent, management, organizational and public relations skills. This position's primary focus will be working in the recreation facilities area, but may be required to work in other areas within the department as necessary.

Essential Duties

Essential responsibilities and duties may include, but are not limited to the following:

- Assist in the recruitment and supervision of seasonal and temporary part-time staff. Develop and train staff including event management, safety, and facility management.
- Contract with customers for use of Belmont facilities including buildings, athletic fields, and for events.
- Establish appropriate pricing structure for rental facilities including surveying nearby opportunities to establish defendable rental rates.
- Work with youth sports organizations to schedule field use on City managed athletic fields. Monitor and manage use including responding to inquiries for field use and problems at the fields.
- Manage both internal City-sponsored events and rental events in the parks including contracting, promoting, staffing, and management.
- Develop and distribute paper and electronic surveys which provide reportable feedback on recreation facility rentals and staff performance.
- Utilize Microsoft Office software to author reports and track and compile data.
- Utilize software programs, social media, website, traditional print media, and industry contacts to market facility rental opportunities using best practice marketing strategies.
- Confer with management to discuss and resolve participant/customer concerns or complaints.
- Utilize customer service skills to maintain positive work relationships with all levels of City staff, service providers, and external customers. Work closely with the maintenance and custodial service to provide high quality, clean, and inviting facilities.
- Maintain high standards for cleanliness, organization and use of recreation facilities.
- Be available nights and weekends to answer staff questions, manage large events, and work with customers.

Qualifications

Knowledge of:

- Recent developments, current literature and information related to general recreation and facility rental operations.
- Evaluation of rental data using Microsoft excel or other appropriate tool and use of data to prepare reports and presentations for management, City Manager, and City Council.
- Rental and event management including people skills, crowd management, first aid, injury prevention, and hazard identification and removal.
- Government policy and procedures including budgeting, amending existing policies, and working with other departments.
- Management of staffing constraints including conformance with PERS and the Affordable Care Act.
- Principles and practices for providing quality customer service.
- Techniques and strategies for recruitment, hiring, training and evaluating staff.

Ability to:

- Coordinate, schedule and staff multiple recreation facilities.
- Prepare and administer program budget.
- Track and evaluate use data to determine appropriate rental rate structures
- Prepare and monitor facilities inventory control system.
- Ability to facilitate athletic field scheduling meetings, schedule, and monitor field use.
- Problem-solve and trouble shoot problems with assigned program.
- Work in a government environment including transparency, public scrutiny, and customer management.
- Oversee large events.
- Select and oversee the work of part-time staff.
- Operate office equipment including computers and Microsoft Office software.
- Ability to work with software provider to implement and utilize a facility reservation program.
- Communicate clearly and concisely both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Ability to move, set-up and store tables and chairs if necessary.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

A minimum of two years of responsible experience coordinating recreation programs and activities, with at least one year in the recreation facilities area.

Training:

Equivalent to a Bachelors Degree from an accredited college or university with major course work in recreation, kinesiology, public administration, event management, or a closely related field.

Certifications/Licenses:

Possession of, or the ability to obtain and maintain a valid California Driver's License. First Aid and CPR/AED certifications are highly desirable.